

CERTIFICATE OF TRANSMISSION

I hereby certify that this correspondence (along with any paper referred to as being attached or enclosed) is being submitted *via* the USPTO EFS Filing System on the date shown below to Mail Stop Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, Virginia 22313-1450.

Date: December 21, 2006/Rebecca Stanford/

Rebecca Stanford

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re patent application of:

Applicant(s): Eric J. Horvitz *et al.*

Examiner: Thjuan P. Knowlin

Serial No: 10/610,486

Art Unit: 2614

Filing Date: June 30, 2003

Title: IDEAL TRANSFER OF CALL HANDLING FROM AUTOMATED
SYSTEMS TO HUMAN OPERATORS BASED ON FORECASTS OF
AUTOMATION EFFICACY AND OPERATOR LOAD

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, Virginia 22313-1450

REPLY TO OFFICE ACTION DATED SEPTEMBER 25, 2006

Dear Sir:

Favorable reconsideration of the above-identified patent application is respectfully requested in view of the amendments and comments below.